Battelle Process Modeling Initiative

(Next Generation SBMS)

Introduction for ESH Coordinators and Quality Representatives

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SIXTY YEARS
OF DISCOVERY
1947-2007

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Office of Science
U.S. DEPARTMENT OF ENERGY
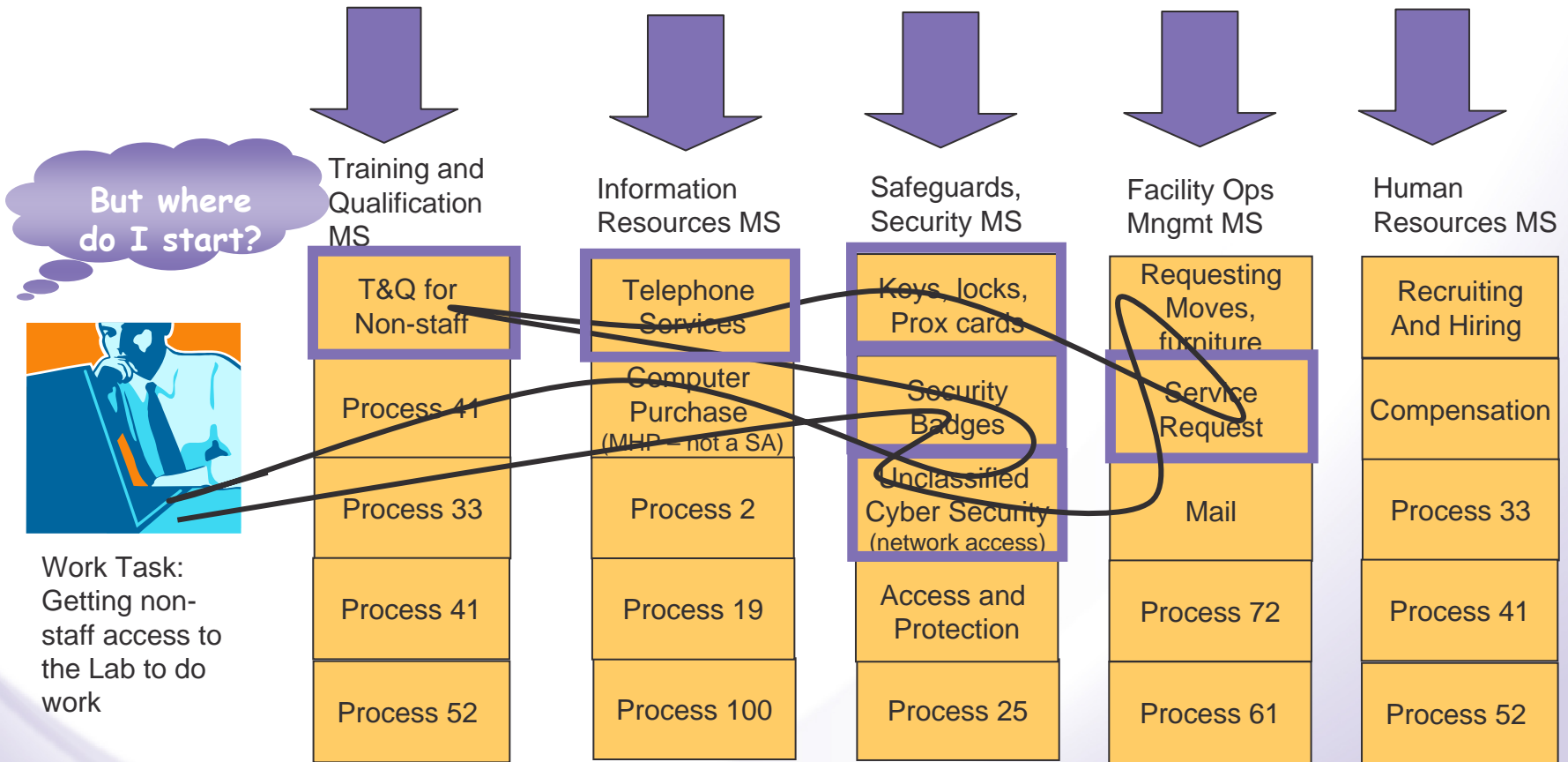
Participating Laboratories

- Battelle, Columbus, OH

- Brookhaven National Laboratory (BNL), Upton, NY

- Idaho National Laboratory, Idaho Falls, ID

- National Biodefense Analysis and Countermeasures Center (NBACC), Frederick, MD

- National Renewable Energy Laboratory (NREL), Golden, CO

- Oak Ridge National Laboratory (ORNL), Oak Ridge, TN

- Pacific Northwest National Laboratory (PNNL), Pasco, WA

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Current SBMS

- The current SBMS contains Management Systems (MSs) with distinct topical process areas that interpret requirements into work practice steps…..and we call them Subject Areas

- There are many different MS with numerous Subject Areas

- Topical area process steps from several MSs are integrated into an overall workflow process

- **The user** is expected to assemble the steps contained in different Subject Areas into a process.

- Assembling "workflow" this way can be confusing, inefficient, and creates risks, such as non-compliance

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In reality – we link a subset of topical area process steps together to accomplish a unique work process

Topical area process steps from several MSs are integrated into an overall workflow process

But where do I start?

Work Task: Getting non-staff access to the Lab to do work

Training and Qualification MS	Information Resources MS	Safeguards, Security MS	Facility Ops Mngmt MS	Human Resources MS
T&Q for Non-staff	Telephone Services	Keys, locks, Prox cards	Requesting Moves, furniture	Recruiting And Hiring
Process 41	Computer Purchase (MHP – not a SA)	Security Badges	Service Request	Compensation
Process 33	Process 2	Unclassified Cyber Security (network access)	Mail	Process 33
Process 41	Process 19	Access and Protection	Process 72	Process 41
Process 52	Process 100	Process 25	Process 61	Process 52

Slide from P. Ruehle and M. Sours, PNNL

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BPMI: Expected Achievements

The Battelle Operations Council (BOC) has commissioned an initiative to develop a number of cross-cutting processes that:

- Represent Battelle's "best-practices" / a consensus approach
- Meet user's performance expectations while being compliant
- Identify and systematically address process improvement opportunities such as the removal of burdensome requirements
- Are delivered with performance goals and measures

Drive improvement in laboratory operations through an innovative delivery of common workflows.

Multi-site Pilot Project (Commissioned by BOC in June 2007)

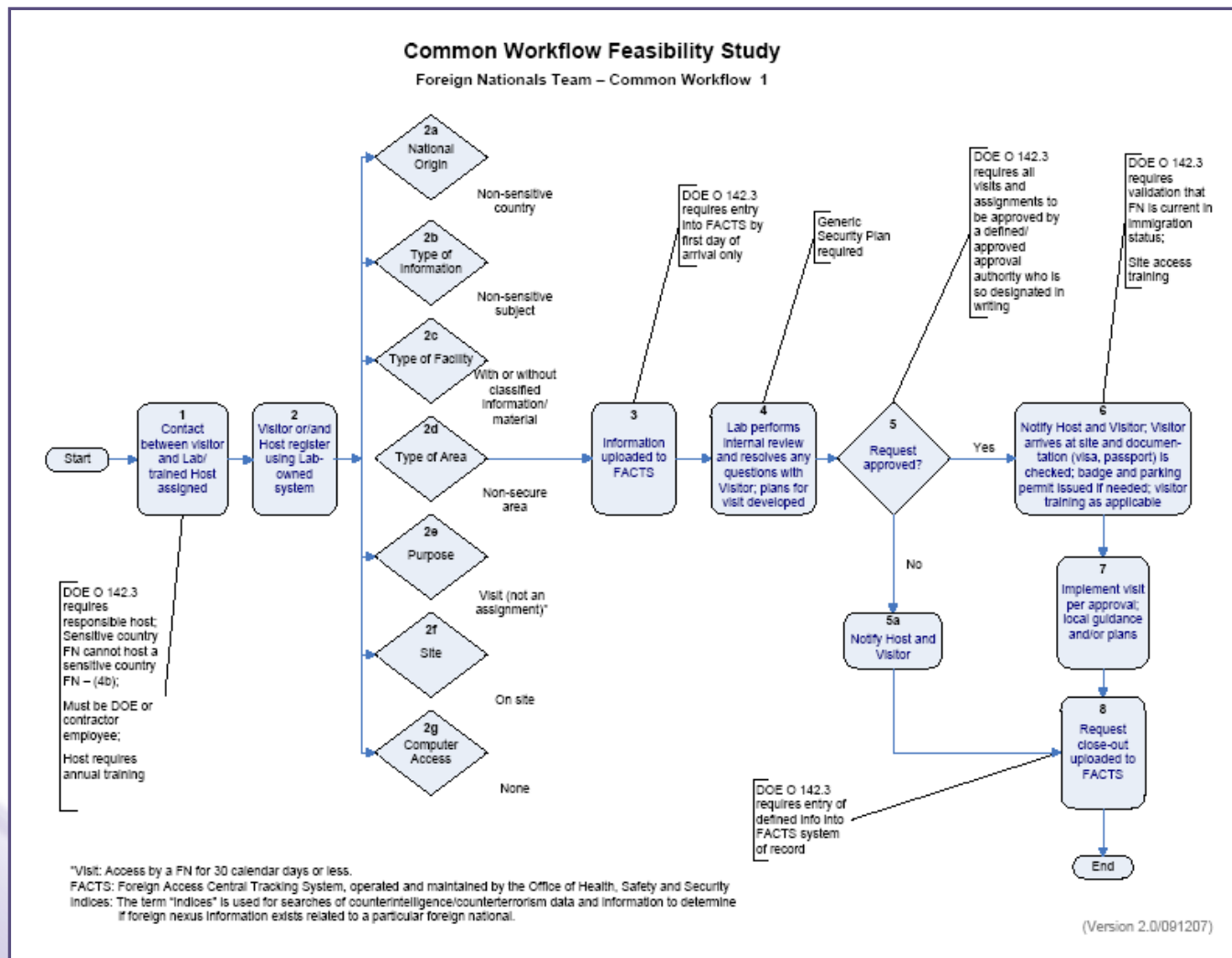1) Proposal Management

- How do I submit a proposal?

2) Foreign National Access

- How do I get a foreign national access to my site?

3) Chemical Management

- How do I eliminate excess chemicals from my lab?

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Sample Process

Common Workflow Feasibility Study

Foreign Nationals Team – Common Workflow 1

How does a Foreign National Gain Site Access?

Process modeling started as part of the pilot project

We will continue work on this process

Proposed: 9 Four-Week Cycles are Aggressive but Reasonable Potential for addressing 18 process areas

2008

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The Project Team-
Each work process development effort will be supported by a 2 person team

Project Manager
Chris Bingham INL

Team A

Team B

Facilitator
Sabine Kessler
BNL

Process Engineer
Steven Slate PNNL

Process Engineer
Jim Andre PNNL

Facilitator
Frances Drake
ORNL
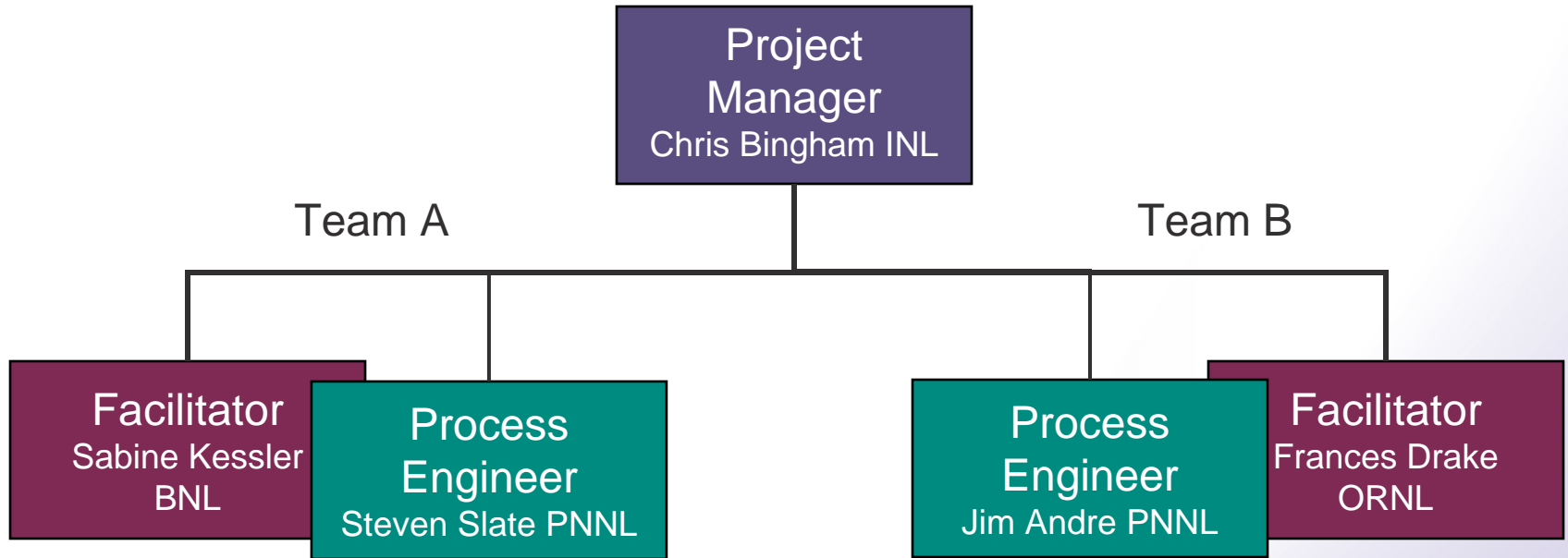
Participants: Users and SMEs from all seven contributing laboratories

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Roles and Responsibilities of Participants of the Process Improvement Team

- **User Representatives**
  - Serve as empowered representatives and demanding voices for the customers and users of a process
  - Formulate and communicate user needs and expectations
  - Listen, participate, and team to develop a balanced consensus approach
  - Work with SME participant to formulate a laboratory-specific implementation strategy

- **Subject Matter Experts**
  - Serve as empowered representatives for requirements implementation
  - Identify, understand, and communicate requirements that bound the process
  - Be aware of external influences and changes concerning your subject
  - Consult with other users and SMEs at your laboratory to understand interfaces in the new, cross-cutting process
  - Be open to change; listen, participate, and team to develop an improved process
  - Lead the laboratory-specific effort to formulate an implementation strategy

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Questions ?

Thank you for your involvement!

If you have any additional questions, please contact:
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